



9 March 2026

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 47261-26
Subject: Multi-Agency Triage Team (MATT)
Date Received: 24/02/2026

Thank you for your request for information received on 24th February 2026 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below.

FOI QUESTION(S)	ANSWER(S)														
<p>I am enquiring about information surrounding a previous pilot NIAS was involved with in 2018-2020. The pilot scheme was called Multi-Agency Triage Team (MATT) in conjunction with PSNI and Mental Health practitioners. This pilot scheme was throughout the Belfast and Southeast HSCT aimed at tackling response times to mental health emergencies, as well as enhancing pathways, knowledge, resources and skills for these calls with MATT.</p> <p>To my knowledge, this pilot scheme did not continue although there is little to no information online surrounding why this pilot scheme ceased. I was enquiring with any information or documents relating to why this pilot scheme did not continue or any documents surrounding statistics involved within this team.</p> <p>Any information surrounding this is greatly appreciated.</p>	<p>MATT continues to operate. It is organised by the PSNI, PHA, BHSCT. NIAS no longer participate. NIAS withdrew around the time of the COVID-19 outbreak as clinicians were supporting clinical delivery and could no longer support MATT.</p> <p>The data controllers at the time you reference were the PHA / SEHSCT. If you require further information re MATT data, further requests would be better directed to these bodies.</p> <p>NIAS did not rejoin the model. Instead NIAS began their own control room pilot with SEHSCT – information freely available online - https://nias.hscni.net/7555-2/</p> <p>Some MATT referral data shared with NIAS from BHSCT is below.</p> <table border="1"> <thead> <tr> <th>Calendar Year</th> <th>Referrals to MATT</th> </tr> </thead> <tbody> <tr> <td>2018 (06/07/18 onwards)</td> <td>105</td> </tr> <tr> <td>2019</td> <td>283</td> </tr> <tr> <td>2020</td> <td>261</td> </tr> <tr> <td>2021</td> <td>306</td> </tr> <tr> <td>2022</td> <td>320</td> </tr> <tr> <td>2023</td> <td>462</td> </tr> </tbody> </table>	Calendar Year	Referrals to MATT	2018 (06/07/18 onwards)	105	2019	283	2020	261	2021	306	2022	320	2023	462
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I hope the above fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

If you require an internal review to be undertaken, please request this via the email address: information.governance@nias.hscni.net

Or submit via

Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Email: ni@ico.org.uk
Website: [ICO Website](http://ico.org.uk)
Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF
Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <https://nias.hscni.net> Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

(not signed – issued by email)

Information Governance Team

This response has been prepared for disclosure log publication. Only minor editorial or redaction amendments have been made for clarity and compliance with data protection legislation. The substantive content is identical to that provided to the requestor and the original issued version remains the authoritative record.